



HEALTHCARE ACCESS MANAGEMENT

When referrals work, patients get in. When they don't, everyone pays.

Patient referrals are a critical point in the patient access journey — where every workflow decision affects both the patient experience and the organization's bottom line. The problem is not how referrals are sent. It is whether they arrive, and what happens when they do. Proficient Health's AI-driven platform transforms how referrals are managed — turning documents into data, reducing administrative burden, and ensuring patients move into care faster.

THE SITUATION

The right referral workflow changes everything

Patient Access teams are the gateway to care — managing the people, processes, and systems that determine whether patients enter the healthcare system efficiently. Referral processing is one of the most critical steps in that journey, yet in most organizations it remains manual, document-driven, and difficult to scale.

Forward-thinking organizations are changing what happens when referrals are received, treating them as data to be activated rather than documents to be managed. By digitizing and automating referral workflows with AI,

they capture structured data from the start, reduce administrative burden, and ensure patients move efficiently from referral to appointment.

The result is measurable: fewer errors at the point of entry, faster scheduling, less revenue lost to incomplete or missed referrals, and a better experience for both patients and staff.

With a 100% focus on patient referrals, Proficient Health brings the platform and insight to support that approach — helping organizations improve access, protect revenue integrity, and stay connected across care teams.

Harness the power of referrals done right.



AI-powered workflows



Better care access



Less leakage



Increased revenue

THE PLATFORM

One Focus: Patient Referrals

The Proficient Health AI-driven platform is designed for Healthcare Access Management professionals and the organizations they serve — supporting the communication, data accuracy, and revenue integrity they depend on. It manages referral workflows from end to end, ensuring

every referral arrives complete and ready for action, reducing manual burden and accelerating scheduling. Seamlessly integrating with your existing systems, it extends your EHR with purpose-built referral management.



Automate document processing.

Transform fax-based and manual workflows into structured, actionable referral data.



Standardize referral workflows and manage referrals across your network.

Ensure visibility, coordination, and completion from referral initiation through resolution.



Enable secure, real-time communication between referring providers and specialists.

Improve coordination and reduce delays across care teams.

No other referral solution is proven to **reduce revenue leakage** and **drive growth** for complex healthcare organizations.

BUILT FOR PATIENT ACCESS TEAMS

Smarter workflows. Faster scheduling. Stronger revenue.

In patient access, every referral sets the stage — for scheduling speed, data accuracy, patient experience, and the revenue that follows. Proficient Health gives your team the technology needed to manage referrals in both directions. With complete data, less manual work, and faster access to care, more referrals convert into completed visits, and more revenue is captured.

With built-in intelligence and real-time visibility, your team has the insight needed to manage every referral from first contact through scheduling and into care.

What Proficient Health delivers for your organization

Complete, structured referral data



Every referral — regardless of how it arrives — is automatically captured, structured, and ready for action.

Revenue capture and analytics



Track referral performance and capture revenue that would otherwise be lost to incomplete workflows or leakage.

Faster patient access



Complete referrals reach the right provider faster — fewer delays, faster appointments, better outcomes.

AI and NLP automation



AI and NLP extract critical patient information from referrals, orders, and lab results — improving data accuracy.

Real-time referral visibility



Know where every referral stands — across providers, practices, and locations — at all times.

Consistent, scalable referral workflows



Standardize how referrals are handled across teams and locations — reducing variability and building a process that performs at any volume.



We're leading the charge in referral management — combining AI, automation, and deep healthcare expertise to deliver a platform built entirely for referrals, extending the value of existing EHR systems, and positioning referrals as a strategic driver of performance and revenue.

Robb Hutchison CEO — Proficient Health

Trusted by healthcare organizations across the country

WakeMed



Discover the power of
referrals done right.

 **Proficient Health**
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